



Workforce Development Division Discrimination Complaint Process

Workforce Innovation and Opportunity Act

Who may file a discrimination complaint?

Any person who believes that either he/she, or any specific class of individuals, has been or is being subjected to discrimination prohibited by Section 188 of the Workforce Innovation and Opportunity Act (WIOA) which prohibits discrimination on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in a WIOA Title I-financially assisted program or activity, or 29 CFR Code Of Federal Regulations Part 37 which implements Section 188 of WIOA, may file a written complaint, either by him/herself or through a representative.

Where may a discrimination complaint be filed?

A complainant may file a discrimination complaint with Maricopa County Workforce Division, the State of Arizona WIOA Office, or with the United States Department of Labor Civil Rights Center (CRC). The contact for each office is listed at the end of this pamphlet.

When must a discrimination complaint be filed?

A complaint must be filed within 180 days of the alleged discrimination. The time limits for complaints are measured in calendar weeks. Time limits begin upon receipt of a written complaint whether or not the complaint received has insufficient information. Should a complainant neglect to adhere to the time requirements, the complainant is considered to have abandoned his/her complaint and the matter shall be considered resolved. In turn, failure by management to render a decision within the allotted time at any step constitutes denial and the complainant may proceed to the next step.

What form should be used to file a discrimination complaint?

Complaints must be submitted in writing. The Workforce Development Division Discrimination Complaint form is available at our Career Centers (locations on reverse) or available on our website: www.MyHSD.maricopa.gov Completed forms may be dropped off, faxed, mailed or emailed to the EO Officer.

What information must a discrimination complaint contain?

The discrimination complaint form contains, but is not limited to the following information:

- The complainant's name and address (or another means of contacting the complaint);
- The identity of the respondent (the individual or entity that the complainant alleges is responsible for the discrimination);
- The complainant's signature or the signature of the complainant's authorized representative
- A description of the complainant's allegations must include enough detail to allow the WIOA Equal Opportunity Officer to determine whether he/she has jurisdiction over complaint; whether the complaint was filed within 180 days of the alleged discrimination; and if the complaint has apparent merit.

Upon receipt of discrimination complaint form, the WIOA Equal Opportunity officer will:

Send the complainant a written acknowledgement of receipt of the complaint within five (5) days of receipt of the complaint with the following information: notice that the complainant has the right to be represented in the complaint process and a statement of the specific issue(s) raised in the complaint.

The complainant will be issued a written notice within 14 calendar days of receipt of the complaint with the following information: whether the local workforce area will accept the issue(s) for investigation or reject the issue(s), and the reasons for each rejection; establish a period for fact finding or investigation of the circumstances underlying the complaint; and determine if the complainant is willing to mediate using Alternative Dispute Resolution (ADR) procedures in an attempt to resolve the complaint.

The EO Officer will provide a written Notice of Final Action within 90 days of the date the complaint was filed.

Intimidation and retaliation prohibited

It is prohibited to discharge, intimidate, retaliate, threaten, coerce or discriminate against any person for filing a complaint alleging a violation of WIOA or the regulations or involved in the investigation of a complaint.

Confidentiality

All information related to the complaint will be kept confidential to the maximum extent possible, consistent with applicable law and fair determination of the complaint. The identity of the complainant will only be disclosed to individuals providing information or assistance in the investigation of the complaint to the extent necessary to investigate and fairly determine the issues raised in the complaint.

Complaints May be Filed With:

Maricopa County Workforce Dev. Equal Opportunity Officer Diana Shepherd Phone: (602) 372-9700 TTY: (602) 372-9792 Email: dshepherd@mail.maricopa.gov	Arizona Department of Economic Security – Employment Administration WIOA Equal Opportunity Officer Lynn Nedella Phone: (602) 542-2487 Email: lnedella@azdes.gov	U.S. Department of Labor Washington, DC 20210 Email: CRCExternalcomplaints@dol.gov ,
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Maricopa Workforce Career Center Locations:

East Valley

735 N Gilbert Rd. Suite 134
Gilbert AZ 85234
Tel: 602-372-9700
Fax: 602-372-9794
TTY: 602-372-9792

West Valley

1840 N 95th Ave. Suite 160
Phoenix AZ 85037
Tel: 602-372-4200
Fax: 602-372-4290
TTY: 602-372-4261